



OPEN EXAMINATION
NURSE EVALUATOR III, HEALTH SERVICES
CONTINUOUS TESTING

TN90 / 8145

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, gender, marital status, disability, religious or political affiliation, age, or sexual orientation. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY: Persons who meet the minimum qualifications (entrance requirements) as stated on this announcement may take this examination, which is competitive.

HOW TO APPLY: To learn more about the job and testing arrangements, contact the testing office shown below. Applications are available at <http://jobs.ca.gov/Profile/StateApplication>, and may be filed in person or by mail with:

	DEPARTMENT OF HEALTH CARE SERVICES	(916) 552-8339
	Selection & Certification Unit	
In Person:	1501 Capitol Avenue, Suite 71.1501	
By Mail:	MS 1300	
	P.O. Box 997411	
	Sacramento, CA 95899-7411	

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

FINAL FILING DATE: There is no final filing date. Testing is considered continuous as dates can be set at any time. The testing office will accept applications continuously and will notify and test applicants as needs warrant.

TESTING PERIOD: A candidate may be tested only once during any testing period. The testing periods for this classification is January 1 through December 31.

SALARY RANGES: \$4755 - \$6269 per month.

POSITION DESCRIPTION: Under direction a Nurse Evaluator III, Health Care Services is responsible for the overall scheduling and management of onsite reviews in an assigned area; is responsible for training and direct supervision of subordinate Nurse Evaluators, Health Services, production; plans, evaluates, and provides continuity of criteria used for recommendations of levels of care by staff; works with administration in evaluation and implementation of procedures in accordance with regulations; works with other disciplines and departments in follow-up of reports and recommendations of the Medical Review personnel and onsite nurses; supervises, evaluates, and reports statistics on staff production; teaches, plans, directs, coordinates, and evaluates personnel.

Positions exist in Sacramento, San Francisco, Fresno, Alameda, Los Angeles, San Bernardino, and San Diego.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

NOTE: Applications/resumes **must** include "to" and "from" dates (month/day/year), time base, civil service class title(s), and range (if applicable) for all work experience. College course information **must** include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable).

Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS:

Either I

One year of experience performing the duties of a Nurse Evaluator II, Health Services

Or II

Four years of professional nursing experience in an institution licensed for inpatient care, one year of which must have been at the supervising level. (Possession of a Master's Degree may be substituted for one year required experience.)

DESIRABLE CHARACTERISTICS: Must possess aptitude for and willingness to work as team member; emotional stability; sensitivity to patient's needs; patience; tact; alertness; and keenness of observation.

GENERAL QUALIFICATIONS: In addition to the scope defined on this announcement, candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

EXAMINATION INFORMATION:

The examination plan is a Qualification Appraisal Panel that consists of a pre-interview exercise and an interview, weighted 100%. The interview will include a number of predetermined job-related questions. Competitors who do not appear for the exam will be disqualified and eliminated from the examination process.

The Department of Health Care Services reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

SCOPE: In addition to evaluating the candidate's relative abilities as demonstrated by quality and breadth of experience, emphasis will be placed on measuring, relative to job demands, each competitor's:

Knowledge of:

- K1. Knowledge of State and Federal laws and regulations.
- K2. Knowledge of the principles, techniques, methods and procedures of current nursing practice in the areas of case management, quality assurance and utilization review.
- K3. Knowledge of the legislative process.
- K4. Knowledge of the administration and organization and trends in health care delivery systems.
- K5. Knowledge of statistics/epidemiology to be able to interpret, evaluate, and monitor data and relate them to issues and/or problems.
- K6. Knowledge of roles, responsibilities, and interrelationships of the various health disciplines and health agencies.
- K7. Knowledge of research methodology and processes, including use of the internet, and relationship to current medical and nursing practice.
- K8. Knowledge of quality assurance (QA) methodology and principles
- K9. Knowledge of principles of problem solving, including correct identification of the problem, development of alternative solutions, gathering input from others, and methods of testing and evaluation.
- K10. Knowledge of principles of current health care, including advances in medical and nursing care and research, as well as the current state of health care in the State and nation.
- K11. Knowledge of principles and methods of consultation.
- K12. Knowledge of health care providers in today's health care arena (scopes of practice, interactions between disciplines, quality of care, allied vs. professional health care providers).
- K13. Knowledge of functions of social and health agencies.
- K14. Knowledge of epidemiology and methods of health promotion and disease prevention throughout the lifecycle.
- K15. Knowledge of current trends in the fields of nursing education and health care services .
- K16. Knowledge of cultural and sociological patterns as they affect health programs.
- K17. Knowledge of contract management.
- K18. Knowledge of medical needs across the health care spectrum from birth to death.
- K19. Knowledge of the grant writing process.
- K20. Knowledge of principles and practices of effective supervision.
- K21. Knowledge of techniques of employee training and development.
- K22. Knowledge of promotion of equal opportunity in hiring , employee development and promotion.
- K23. Knowledge of state and federal laws as related to personnel practices and employee rights.
- K24. Knowledge of maintaining a safe work environment free from discrimination and harassment.
- K25. Knowledge of disciplinary process.

Ability to:

- A1. Ability to apply critical thinking skills in diverse situations.
- A2. Ability to work independently and autonomously without supervision and/or with little direction.
- A3. Ability to use the various reporting tools and reports that evaluate program specific data to utilize the most efficient response to specific problems.
- A4. Ability to use a computer and various software programs, such as Microsoft Office.
- A5. Ability to speak in public to diverse audiences.

- A6. Ability to speak calmly and respectfully to individuals who are upset or hostile.
- A7. Ability to review documents and assess for accuracy and clarity of content.
- A8. Ability to respond appropriately to various levels of management.
- A9. Ability to research information and/or data.
- A10. Ability to represent the Department at high-level and fast-paced meetings.
- A11. Ability to recognize the difference between negligence and poor-quality care.
- A12. Ability to provide information to staff and managers on the activities and goals of the unit.
- A13. Ability to prioritize activities and assignments in order to meet deadlines.
- A14. Ability to prepare documents in a formal, department-acceptable format for either reporting or information uses.
- A15. Ability to manage individual and group situations when work-related or non-work-related issues arise that threaten the accomplishment of the stated goal(s).
- A16. Ability to maintain diplomacy in order to preserve relationships.
- A17. Ability to interpret research material for the validity of the information.
- A18. Ability to interpret complex clinical nursing information and convey this information in lay person's terminology to those individuals who do not have a medical background.
- A19. Ability to facilitate meetings.
- A20. Ability to establish and maintain the confidence and cooperation of personnel within the department and in other social and health agencies.
- A21. Ability to establish and maintain cooperative relations with local program administrative staff.
- A22. Ability to establish and maintain collaborative with statewide programs.
- A23. Ability to elicit the perspective of a broad array of stakeholders.
- A24. Ability to efficiently learn new material and skills, including that associated with new technology and new processes.
- A25. Ability to effectively provide consultation and technical assistance.
- A26. Ability to effectively and efficiently articulate one's position, knowledge, abilities, and clinical judgment.
- A27. Ability to direct, facilitate, and participate in group activities at all levels of the organization.
- A28. Ability to determine and utilize the appropriate QA methodology and tools.
- A29. Ability to communicate with varying levels of staff.
- A30. Ability to communicate effectively both written and verbally.
- A31. Ability to be proactive and flexible when dealing with others.
- A32. Ability to be flexible in approach to the solution of problems.
- A33. Ability to analyze situations accurately and take effective action.
- A34. Ability to analyze a bill to determine its impact on the department.
- A35. Ability to recognize and document, when program standards are not met, including the specific standard and what needs to be corrected to meet the standard.
- A36. Ability to use tact in sensitive situations.
- A37. Ability to effectively supervise and train staff.
- A38. Ability to manage a health program or project.
- A39. Ability to establish and maintain priorities.
- A40. Ability to effectively promote equal opportunity in employment and maintain a work environment free of discrimination and harassment.

ELIGIBLE LIST INFORMATION: Possession of the entrance requirement does not assure a place on the eligible list. In order to obtain a position on the eligible list, a minimum of 70% must be attained. Names of successful competitors are merged into the open list established for use by the Department of Health Services in order of final scores regardless of testing date. Eligibility expires 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Eligible Lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first

VETERANS PREFERENCE: Veterans' preference credits will not be granted in this examination since it does not qualify as an entrance examination.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device.

The California Relay (Telephone) Service for the deaf or hearing impaired:

MCI from TDD: 1-800-735-2929 MCI from voice telephone: 1-800-735-2922

Sprint from TDD: 1-888-877-5378 Sprint from voice telephone: 1-888-877-5379